VTA Performance Metrics FY 2023

Fixed Route Performance Measures	Q1 - 2022			Q2 - 2022			Q3 - 2023			Q4 - 2023			
	July	August	September	October	November	December	January	February	March	April	May	June	Total/AVG
Ridership Performance Measures													
Total unlinked passenger trips (UPT)	163,633	167,849	101,698	52,917	31,693	27,444	25,505	24,142	30,483	42,463	77,316	154,556	899,699
UPT/vehicle revenue mile	1.46	1.66	1.12	0.77	0.49	0.40	0.38	0.39	0.45	0.57	0.81	1.23	0.81
UPT/vehicle revenue hour	19.31	22.12	18.39	13.32	8.84	7.91	6.32	6.52	7.04	9.25	13.14	20.51	12.72
Customer Service & Satisfaction Performance Measures													
On-time performance/schedule adherence	76.00%	81.00%	94.00%	93.00%	95.00%	92.00%	81.00%	81.00%	83.00%	82.40%	92.00%	89.50%	86.66%
Verified complaints	8	15	6	8	1	3	1	0	2	4	2	8	58
Asset Management Performance Measures													
Chargeable road calls*	4	8	2	3	4	5	5	4	3	5	2	1	46
Preventable accidents*	1	7	1	1	2	1	1	0	1	2	3	2	22
Preventative maintenance comp. on schedule*	100.00%	100.00%	100.00%	85.00%	92.00%	92.00%	97.10%	91.50%	85.00%	86.00%	86.00%	97.00%	92.63%

Demand Response Performance Measures	Q1			Q2			Q3			Q4			
	July	August	September	October	November	December	January	February	March	April	May	June	Total/AVG
Ridership Performance Measures													
Total unlinked passenger trips (UPT)	616	896	892	921	867	861	809	678	1102	906	845	873	10,266
UPT/vehicle revenue mile	0.09	0.11	0.14	0.16	0.16	0.14	0.17	0.14	0.18	0.12	0.13	0.14	0.14
UPT/vehicle revenue hour	1.33	1.84	2.07	2.13	1.95	1.99	1.89	1.79	2.59	2.39	1.87	2.04	1.99
"No show" trips													
Customer Service & Satisfaction Performance Measures													
On-time performance/schedule adherence	89.90%	93.10%	91.70%	91.30%	90.90%	90.30%	89.50%	92.00%	79.00%	78.10%	78.80%	77.90%	86.88%
Verified complaints	0	0	0	0	0	0	1	0	0	0	0	0	1
Asset Management Performance Measures													
Chargeable road calls*	0	0	0	0	0	0	0	0	0	0	0	0	0
Preventable accidents*	0	0	0	0	0	0	0	0	0	0	0	0	0
Preventative maintenance comp. on schedule*	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	88.00%	87.00%	97.92%